

**U.S. GENERAL SERVICES ADMINISTRATION  
AND U.S. ABILITY ONE COMMISSION  
SERVICE LEVEL AGREEMENT**



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## **1. Introduction**

This Service Level Agreement (SLA) is between the U.S. Ability One Commission (Commission) and the U.S. General Services Administration (GSA), and details the range and cost of administrative support services that are available to the Commission on a reimbursable basis. This SLA shall be effective upon signature by authorized representatives of both the Commission and GSA.

## **2. Legal Authority**

GSA offers administrative support services on a reimbursable basis to commissions, committees, and other agencies of the Federal Government that cannot maintain a full administrative staff. Statutes, Executive orders, and Presidential pronouncements establishing Presidential and Congressional Boards or Commissions and other similar federal organizations often assign responsibility for providing administrative support to GSA. This support is also available under the Economy Act of 1932 (31 U.S.C. 1535) to any department or independent establishment of the Government or any of its bureaus or offices. The U.S. Ability One Commission and the GSA enter into this SLA pursuant to authority of Public Law 92-28 dated June 23, 1971 (41 U.S.C. 8501 - 8506); and 40 U.S.C. 501 et seq.

## **3. Services to be Performed**

GSA's goal is to provide high quality customer-centric administrative support services within established legal framework in support of the U.S. Ability One Commission. Through this SLA between the Commission and GSA, we offer the following administrative support services on a reimbursable basis:

### **3.1 Account Management:**

- Provide research and guidance on issues relevant to the ongoing operation.
- Serve as the liaison on regulatory and other issues with other Federal Agencies.
- Provide timely communication and response to service requests through typical communication mediums i.e. telephone, fax, email, mail courier service.
- Coordinate routine Account manager/client meetings.
- Serve as point of contact on all startup, steady state and close out activities.
- Serve as liaison for services between other GSA entities or other Federal agencies.

### **3.2 Human Resources:**

#### **3.2.1 Core Services**

- Serve as the principal advisor and partner to leadership on matters related to human resources management, including hiring, staffing and recruitment, position classification and management, compensation and pay administration, workforce relations, employee services, entitlements and advisory services, including employee relations and labor relations.

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- Ensure confidentiality of human resource information which will only be shared, discussed and/or released to appropriate individuals on a need-to-know basis.
  - Be knowledgeable about requirements in order to render effective and timely guidance and action.
  - Be accountable, timely and proactive in providing high quality value added human resource services.
  - Be consultative and facilitate the identification sound alternatives.
  - Provide sound, clear and objective responses based on governing laws and regulations when rendering decisions.
  - Protect the rights of employees and management in accordance with governing regulations and laws.
  - Maintain automated HR systems with accurate and up-to-date data.
  - Be knowledgeable in and adhere to established Executive or Legislative Branch HR laws, rules and regulations, policies and procedures to include Merit System Principles and Veterans Preference.
  - Adhere to established deadlines and processes outlined in this SLA and related business processes and performance measures.
  - Maintain recurring customer service meetings when requested.
  - Ensure awareness of any changes in automated HR systems to be used and that staff is trained in advance of implementation.

Commission is responsible for the following requirements to enable the GSA to execute core services.

- Partner with GSA in the formulation and decision-making processes involving human resource hiring issues.
- Involve GSA early in the formulation and decision making process.
- Participate in strategic conversations and fully disclose HR requirements to GSA.
- Prioritize requirements to facilitate workload balancing.
- Provide accurate and complete information to GSA as requested
- Submit electronic information when applicable
- Submit hard copies of documents when applicable (e.g., original signature required and original transcripts)
- Work with GSA to develop mutually agreeable outcome measures and provide timely and constructive feedback on work performed
- Distribute HR information to managers and employees on a timely basis
- Adhere to established Executive and/or Legislative HR laws, rules and regulations, policies and procedures including Merit System Principles and Veterans Preference
- Adhere to established deadlines and processes outlined in the SLA and related business processes and performance measures

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### 3.2.2 Service Detail for Hiring:

- Educate on required HR related timeframes and processes.
- Hold pre-consultation meetings to provide guidance to managers, Subject Matter Experts (SMEs), liaisons, etc. on position management, classification, recruitment strategies, hiring flexibilities and strategies; where requested/needed.
- Encourage SME participation throughout the recruitment process.
- Classify positions including identifying position risk sensitivity designations.
- Maintain accurate and up-to-date standard position description library.
- Provide advice and assistance on compensation, pay setting and administration.
- Provide advice and assistance on recruitment, retention, relocation and all other incentives (e.g., Student Load Repayment Program, etc.).
- Work with manager(s) to develop job analysis in association with recruitment action.
- Prepare and post vacancy announcements and recruitment notices if otherwise not prepared/completed by the Office of Personnel Management (OPM).
- Maintain an accurate and up-to-date standard vacancy announcement library.
- Perform technical review of requests for paid advertisements.
- Determine basic qualifications, rate and rank applicants.
- Issue selection certifications under agency merit promotion programs (e.g., competitive and noncompetitive – disability, veterans preference, etc.) and OPM delegated examining (external hiring) authority.
- Review and approve tentative selections made by managers.
- Respond to applicant and other external inquiries about the hiring action.
- Conduct HR-specific portions of the new employee orientation program.
- Maintain an up-to-date job analysis library.
- Conduct new employee orientation.
- Ensure new employee is issued PIV card.
- Initiate and adjudicate background security investigations.

#### Commission responsibilities as they relate to Hiring and where applicable:

- Ensure documentation is complete prior to submission of job requisition to GSA
- Thoroughly discuss HR requirements during pre-consultation meetings
- Provide SMEs as required to assist in the recruitment process
- Perform timely review and approval of recruitment documents
- Provide approval of recruitment, retention and relocation incentives to include superior qualifications
- Use standardized documents, templates and automated tools as applicable (e.g., standard position descriptions, vacancy announcements, etc.)
- Coordinate and pay for advertising costs related to recruitment efforts.

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- Adhere to established HR laws, rules and regulations, policies and procedures including Merit System Principles, Veterans Preference and confidentiality of HR related documents
  - Adhere to timeframes and processes outlined in this SLA and related business processes
  - Develop and implement recruitment and staffing plans in collaboration with GSA.
  - Develop and implement succession plans in collaboration with the GSA.

### 3.2.3 Service Detail for Personnel Action Processing:

- Process all actions into CHRIS, including providing quality control of entries.
- GSA personnel processing procedures will be used.
- Provide guidance and assistance in completion of personnel processing forms.
- Establish and maintain official personnel files (e.g., Official Personnel Folder) according to the Office of Personnel Management's regulations.
- Transfer official personnel files as required.
- Coordinate conversion of official personnel files into an electronic format (i.e., eOPF).
- Issue and distribute SF-50s.
- Request SF-75, SF-1150s and transcripts of service as necessary.
- Adjudicate and code Standard Form 52s using OPM guidance.
- Retrieve prior service OPFs from NARA (NPRC).
- Retrieve prior service OPFs from other agencies.

#### Commission responsibilities as they relate to Personnel Action Processing:

- Ensure personnel actions are submitted timely to the GSA for processing.
- Ensure personnel actions contain all information needed for processing.

### 3.2.4 Service Detail for Human Resource Information Technology:

- Provide required personnel and payroll reports.
- Provide SF-113A (Monthly Report of Federal Civilian Employment and SF-113G (Monthly Report of Fulltime Equivalent/Work-Year Civilian Employment) reports quarterly.
- Prepare standard and ad-hoc reports containing HR employee data.
- Input and maintain employee data in GSA's HRIT system.

#### Commission responsibilities as they relate to Human Resource Information Technology:

- Ensure the GSA and Client Subject Matter Experts participate in the formulation of IT requirements.

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### 3.2.5 Service Detail for Benefits Management:

- Provide users with benefits guidance and reference materials.
- Develop benefits-related communication.
- Educate employees on all available benefits programs.
- Process all benefits-related files.
- Determine eligibility for agency-specific benefits.
- Determine/re-determine retirement benefits coverage based on qualifying events.
- Receive and validate retirement program claims to appropriate parties for adjudication.
- Administer discretionary benefits programs.
- Model and calculate estimated benefits payments.
- Provide benefits counseling upon employee request.

#### Commission responsibilities as they relate to Benefits Management:

- Ensure benefits guidance and reference material is distributed to the appropriate audiences.
- Communicate needed changes to guidance and/or reference material to the GSA.

### 3.2.6 Service Detail for Position Management:

- Establish appropriate number of positions essential to accomplish the functions assigned.
- Structure positions clearly and discretely to avoid overlapping of duties, unnecessary positions or fragmentation of work processes.
- Abolish vacant positions if the duties can be redistributed or eliminated.
- Optimize supervisor/employee ratios.
- Minimize the number of organizational levels, with emphasis on decentralization delegation to the lowest possible working level.
- Establish a balance between the number of employees who perform full performance level duties of the unit and the development of employees who perform more routine and lower level tasks.
- Establish positions in such a way as to encourage career development and allow cross-training consistent with the need to recruit and retain a diversified workforce.
- Create position descriptions that adequately describe the work to be performed.

#### Commission responsibilities as they relate to Position Management:

- Collaborate with the GSA on the creation and maintenance of a sound organizational structure.
- Ensure all positions are properly classified.

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### 3.2.7 Service Detail for Labor Relations, Performance Management and Employee Relations:

- Serve as representative or technical representative to General Counsel in dealings with employee and third-party representatives.
- Advise management on the conduct of labor-management negotiations.
- Assist in preparing and responding as agency representatives to: Federal Labor Relations Authority (FLRA); complaints filed by unions; appeals of third-party decisions; and responses to arbitrators.
- Advise and consult with supervisors and managers on employee relations issues.
- Provide advice, assistance, regulatory requirements and templates to managers on disciplinary, adverse and performance-based actions, processing grievances and responding to related appeals, congressional and other third-party actions.
- Participate in oral reply meetings with deciding officials for disciplinary or adverse actions as required.
- Provide advice and assistance in responding to grievances and appeals to include Merit Systems Protection Board (MPSB) appeals and other third-party actions.
- Serve as the agency technical representative in MPSB proceedings.
- Provide regulatory and policy advice on workforce relations matters such as work schedules, time and leave administration, telework, performance management, employee recognition, etc.
- Provide employees information on employee rights and obligations provided for in regulations, legislation and merit system principles.
- Provide timely processing of award personnel actions.
- Provide timely guidance on establishing performance plans, conducting mid-year reviews and conducting final performance rating discussions and closing performance plans.
- Provide advice, assistance, templates and training workshops on award requirements, establishment of performance contracts/plans and conducting performance evaluations.
- Provide Performance Management training for employees on performance systems, timeliness, supervisory and employee responsibilities.

### Commission responsibilities as they relate to Labor Relations, Performance Management and Employee Relations:

- Assist with the development and completion of annual performance plans within specified timeframes.
- Consult with GSA when performance and/or conduct concerns arise and obtain approval prior to issuing Performance Improvement Plans (PIPs), disciplinary or performance-based actions, excluding those for SES positions.
- Use templates when developing letters of warning, reprimand and other disciplinary documents in coordination with GSA.
- Provide evidence of misconduct or unacceptable performance to GSA.
- Utilize alternate dispute resolution whenever feasible.

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- Ensure employee recognition adheres to customer and GSA policies and guideline.

#### 3.2.8 Service Detail for Customer Service:

- Ensure that training or guidance is provided on new HR systems, processes or procedures prior to implementation.
- Serve as an advisor to leadership on human resource solutions to organizational business needs.
- Work to develop staffing and recruitment strategies.
- Provide training on HR system functionality and reporting capabilities.
- Provide HR-specific training on hiring flexibilities, laws, rules and regulations, policies and procedures and other HR related areas.
- Support recruitment outreach activities conducted by customer and GSA Washington Area Operations Center (WAOC).
- Provide appropriate, accurate, and timely responses to customer inquiries received by email, phone and in person.
- Develop mutually agreed upon performance measures.
- Survey customers' satisfaction and utilize feedback to improve processes.
- Report how feedback has been utilized to improve processes.
- Track and report actual performance against WAOC key performance indications (KPIs) and SLA requirements.

#### Commission responsibilities related to Customer Service

- Planning and forecasted anticipated/realized vacancy.
- Participate in training events and workshops, as needed.
- Provide timely, actionable and constructive feedback on WAOC performance surveys.

#### 3.3 Comprehensive Human Resources Integrated System (CHRIS):

CHRIS is the automated tool used by HR professionals to document employees' employment data such as changes in salary, position, and benefits. CHRIS creates an employment history documented in e-OPF or can be printed and placed in an OPF. CHRIS is coupled with GSA's Business Objects Reporting tool; an agency can receive a full range of standard and ad hoc workforce reports quickly and easily. Data retrieval, customer reporting, and query features allow agencies to perform analysis, identify trends, track changes, and forecast future needs. CHRIS provides:

- Personnel Action Processing
- Benefits Management
- Telework Reporting
- MD-715 Reporting



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### 3.4 Legal (Office of General Council):

- Legal services and liaison on legal matters relating to the administrative support services being provided.
- Interpretation of enabling legislation authority and other relevant statutes as they relate to specific issues identified by the customer.

### 3.5 Equal Employment Opportunity (EEO):

- General advice and guidance on EEO matters provided to the Customer's management and employees.
- Processing of EEO complaints of discrimination from the informal stage to the formal stage upon the Customer's request. OCR will contract for most EEO services. The Customer is responsible for all contract costs including those associated with the processing of EEO complaints (i.e., counseling, mediations, accept/dismiss, amendments, investigations, and final decisions, etc.)

## 4. **Optional Reimbursable Services**

All services identified in this paragraph and provided by the following (but not solely limited to) GSA's offices and any direct liaison/coordination assistance provided by GSA will be on a full cost reimbursable availability basis.

- (a) Federal Acquisition Services
  - (b) Public Buildings Service
  - (c) Acquisition Management Division
  - (d) Office of General Council
  - (e) Equal Employment Opportunity
  - (f) Security and Background Investigation (OPM & GSA costs)
  - (g) Credentialing Services
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- (a) FAS is the leading source for Government solutions. It pursues this vision through excellence in acquisition and workforce, environmental sustainability, and life-cycle management of customer focused offerings.
  - (b) PBS provides real estate market analyses by locating and negotiating optimal office space and/or other facilities. Acts as a Construction/Project Manager to design and construct new facilities, and/or repairs and alterations of existing structures. Provides assessment and delivery of physical security requirements.
  - (c) The GSA will provide simplified acquisition services, contract services, and contract administration support. Acquisition services will be direct billed to the Customer on a fee for service basis.
  - (d) Any litigation related services or contractual costs associated with ER/LR and EEO litigation actions or other litigation actions are reimbursable on an hourly basis, plus any contract costs.
  - (e) OCR personnel actions required in support of the processing of EEO complaints of discrimination (including obtaining the contract services, reviewing deliverables, etc.) will be performed at a reimbursable rate of \$104 per hour or any portion of an hour. OCR will provide EEO training services if requested by the customer. EEO training services will be

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contracted out and the customer will be responsible for all associated contract costs. OCR's personnel actions in support of the EEO training (such as planning, developing and contracting for the training) will be charged at a rate of \$104 per hour or any portion of an hour. OCR will provide advisory services for EEO reporting requirements to the EEOC on a reimbursable hourly rate of \$104, such as EEO Complaints Tracking and MD-715 reporting.

- (f) The cost of the personnel suitability process shall be \$350 per case plus the reimbursable OPM investigation fee based on OPM annual cost (FY-14: NACI - \$122, MBI - \$920, BI - \$3,609, SSBI - \$4,348)
- (g) FAS will provide government ID cards on a reimbursable basis. (Fingerprints & NACIs required)

## 5. Points of Contact

### 5.1 General Services Administration

#### (a) Account Management

Tom Hodnett  
Director, Agency Liaison Division  
Phone: (202) 205-2900  
Email: tom.hodnett@gsa.gov

X (b) (6)

#### (b) Human Resources

Jackie Clay  
Director, Washington Area Operations Center  
Phone: (202) 208-4793  
Email: jacqueline.clay@gsa.gov

X (b) (6)

#### (c) Comprehensive Human Resources Integrated System (CHRIS)

Paul York  
Project Manager, Office of Program Performance  
Phone: (816) 926-7206  
Email: paul.york@gsa.gov

X (b) (6)

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(e) Equal Employment Opportunity (EEO)  
Kellyann Williams  
Equal Employment Manager, Office of Civil Rights  
Phone: (215) 446-4906  
Email: [kellyann.williams@gsa.gov](mailto:kellyann.williams@gsa.gov)

X \_\_\_\_\_

(f) Security & Background Investigations  
Grady Hannah  
Supervisory Security Specialist, Personnel Security Division  
Phone: (202) 219-0273  
Email: [grady.hannah@gsa.gov](mailto:grady.hannah@gsa.gov)

X \_\_\_\_\_

(g) Federal Acquisition Service (FAS)  
Stephanie Carpenter  
Customer Account Representative, Federal Acquisition Service  
Phone: (703) 605-2670  
Email: [stephanie.carpenter@gsa.gov](mailto:stephanie.carpenter@gsa.gov)

X \_\_\_\_\_

(h) Public Building Service (PBS)  
Elena Garrison  
Director, Assignments Division  
Office of Portfolio Management  
Phone: (202) 260-4112  
Email: [elena.garrison@gsa.gov](mailto:elena.garrison@gsa.gov)

X \_\_\_\_\_

(i) Acquisition Management Division (AMD)  
Melanie Lewis  
Supervisory Contract Specialist, Acquisition Management Division  
Phone: (202) 708-6679  
Email: [melanie.lewis@gsa.gov](mailto:melanie.lewis@gsa.gov)

X \_\_\_\_\_

(j) Credentialing (MSO)  
Bill Windsor  
Supervisory IT Specialist, HSPD-12 Branch  
Phone: 703-306-6415  
Email: [william.windsor@gsa.gov](mailto:william.windsor@gsa.gov)

X \_\_\_\_\_

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## 5.2 U.S. Ability One Commission:

This person authorized to interface with GSA on all matters related to this agreement.

Name: Kimberly Zeich

Position: Deputy Executive Director

Phone #: 703 603 2130

Email: kzeich@abilityone.gov

This person authorized to interface with GSA on all matters related to this agreement.

Name: Kermit Jones

Position: Chief of Staff

Phone #: 703 603 2120

Email: kjones@abilityone.gov

## 6. Financial Agreement

- (a) The cost of these services shall be \$4,764.60 per month or for any portion of a month during the life of the agreement plus any reimbursable fees. Monthly fees are based on number of employees supported on a bi-annual basis. A count of employees supported will be taken on September 1 and March 1 of each year to establish the rate for the next six months.
- (b) In addition to routine monthly fees, new clients will be charged three months fees to support start-up support, immediately upon signature of their initial SLA.
- (c) The cost incurred with the administration of the agreement includes a pro rata portion of GSA's operational costs. GSA will initiate charges against the Commission's account for the agreed upon fees. The fees will be charged against the account during the first eight days of the first month of each quarter or immediately, on a pro rata basis, in quarters which have already begun.
- (d) If the Commission should transfer services to another provider or if the Commission completes its federal service, the Commission will be charged three months fees to support the maintenance and transfer of records to a new service provider, employers or the Federal Records Center.
- (e) Monthly fees will be increased commensurate with federal civilian employee pay raises, i.e., if federal civilian employees get a pay raise of 3.1% in January of any calendar year, the monthly fee for the client will be increased by 3.1% effective October 1, of the same calendar year.

## 7. Payment and Intra-Governmental Payment and Collection System (IPAC)

- 7.1 The Commission agrees to pay as stipulated in the SLA.
- 7.2 Payment will be made via Interfund transfer (IFTV) except when special arrangements are made as mutually agreed upon by the GSA and the Commission.
- 7.3 A signature on this SLA signifies the Commission's commitment to reimburse GSA for services rendered.
- 7.4 GSA will use the following Treasury codes on all IPAC billings:
  - Client Agency Location Code (ALC) 47000016
  - Client Agency Treasury Account Symbol (TAS): 95-2000
  - Client Business Event Type (BETC) Code: DISB
  - Client BPN number: \_\_\_\_\_
  - Purchase Order Number for Client Billing: JP14P0014
  - First and Last Year of Funding Source: \_\_\_\_\_
  - Type of Funding: 1YR
  - GSA Agency Location Code (ALC): 47000016
  - GSA Treasury Account Symbol (TAS): 95-2000
  - GSA BETC Code: COLL
- 7.5 Questions by the GSA or the Client Agency concerning IPAC billings shall be addressed to the points of contacts identified.

## 8. Alternative Dispute Resolution

- 8.1 The parties agree that, in the event of a dispute between the agency and GSA, the parties shall use their best efforts to resolve that dispute in an informal fashion and through consultation and negotiation, or other forms of mutually acceptable non-binding alternative means of dispute resolution.
- 8.2 Non-acceptance issues unable to be resolved will be handled as follows:
  - (a) The Client must request in writing (via email or memorandum) a review by GSA's CPO Chief of Staff.
  - (b) GSA's CPO Chief of Staff will submit a written ruling to the Client via email or memorandum.
  - (c) In the event those officials cannot resolve the dispute, they will designate a mutually acceptable independent third party to review the facts and recommend a fair resolution.

## 9. Continuing Resolutions

- (a) In the event of a continuing resolution GSA and the Commission will operate under the guidelines governing the resolution.
- (b) Fee collection will be consistent with the terms of the continuing resolution.

## 10. Customer Closeout

- (a) In the event Congress decides to close the client agency during the current fiscal year, or if the Commission elects to terminate GSA services for any reason, the Commission shall be assessed a flat fee equal to three months charges on the first day of the last month of this SLA duration to cover all close-out activities including but not limited to:

- 1) Records management,
- 2) Final invoicing,
- 3) OMB/Treasury final reconciliation,
- 4) Surplus property
- 5) Other tasks as required

## 11. Terms of Agreement

This agreement is effective upon signature. The agreement will remain in effect until September 30, 2014, or until amended, replaced, or terminated by signed, mutual agreement of both parties.

The Commission and the GSA reserve the right to terminate this agreement by notifying the other party at least 90 days in advance of termination date. Notification must be made in writing (via email or memorandum) to the Director, GSA's Agency Liaison Division or his/her designee.

In the event of termination by either party, the GSA agrees to reasonably assist to ensure smooth transition to another provider.

If this agreement is terminated by the Commission, the Commission assumes responsibility for all costs resulting from the termination, which may include:

- (a) Direct costs already incurred by the GSA in support of the agreement which costs cannot be similarly canceled or deferred
- (b) Termination costs
- (c) Transition costs as applicable

## 12. Authorizing Officials:

General Services Administration:

(b) (6)

Date: 30 Sep 13

U.S. Ability One Commission:

(b) (6)

Date: 9/20/2013

## NEAR INPUT TRANSMITTAL

(Prepare in triplicate. Forward original and one copy to the appropriate Finance Division)

## CHECK APPROPRIATE OFFICE SYMBOL

<input type="checkbox"/> 6BCPG	<input type="checkbox"/> 6BCPF	<input type="checkbox"/> 6BCPM	<input type="checkbox"/> 6BCPI	<input type="checkbox"/> 6BCRG	<input type="checkbox"/> 6BCRF
<input type="checkbox"/> 6BCRC	<input type="checkbox"/> 6BCA	<input type="checkbox"/> 6BCAF	<input type="checkbox"/> 6BCAG	<input type="checkbox"/> 6BCE	<input type="checkbox"/> 6BCC
<input type="checkbox"/> 6BCEP	<input type="checkbox"/> 6BCY	<input type="checkbox"/> 7BCPL	<input type="checkbox"/> 7BCPP	<input type="checkbox"/> 7BCPC	<input type="checkbox"/> 7BCPK
<input type="checkbox"/> 7BCAX	<input type="checkbox"/> 7BCAP	<input type="checkbox"/> 7BCAK	<input type="checkbox"/> 7BCRK	<input type="checkbox"/> 7BCPR	
<input type="checkbox"/> OTHER (SPECIFY)					

DATE

10/22/13

SERIAL NUMBER

14-01

NUMBER OF DOCUMENTS  
EXCLUDING SUPPORTING  
DOCUMENTS.

7

THE FOLLOWING DOCUMENTS ARE TRANSMITTED HEREWITH:

PAYMENTSOBLIGATIONS

JP14P0009	12 B60	\$10,908.00
JP14P0006	26 L07	\$10,536.00
JP14P0010	23 F60	\$3,000.00
JP14P0003	24 G07	\$2,000.00
JP14P0014	23 F10	\$57,175.00
JP14P0007	25 K50	\$5,399.88
JP14P0005	23 F75	\$1,041.00

WMATA  
Thompson West  
USPS  
GPO Express  
GSA ALD  
Xerox  
Pitney Bowes

MISC

AUTHORIZED SIGNATURE

(b) (6)

TITLE

Chief of Staff

OFFICE SYMBOL

TELEPHONE NUMBER

(703) 603-2120

Blind &amp; Disabled

SIGNATURE OF RECEIVING OFFICIAL-FINANCE

NUMBER OF DOCUMENTS RECEIVED

DATE RECEIVED

JP14P0014

## 7. Payment and Intra-Governmental Payment and Collection System (IPAC)

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### **3.2 Human Resources:**

#### **3.2.1 Core Services**

- Serve as the principal advisor and partner to leadership on matters related to human resources management, including hiring, staffing and recruitment, position classification and management, compensation and pay administration, workforce relations, employee services, entitlements and advisory services, including employee relations and labor relations.

- 
- Ensure confidentiality of human resource information which will only be shared, discussed and/or released to appropriate individuals on a need-to-know basis.
  - Be knowledgeable about requirements in order to render effective and timely guidance and action.
  - Be accountable, timely and proactive in providing high quality value added human resource services.
  - Be consultative and facilitate the identification sound alternatives.
  - Provide sound, clear and objective responses based on governing laws and regulations when rendering decisions.
  - Protect the rights of employees and management in accordance with governing regulations and laws.
  - Maintain automated HR systems with accurate and up-to-date data.
  - Be knowledgeable in and adhere to established Executive or Legislative Branch HR laws, rules and regulations, policies and procedures to include Merit System Principles and Veterans Preference.
  - Adhere to established deadlines and processes outlined in this SLA and related business processes and performance measures.
  - Maintain recurring customer service meetings when requested.
  - Ensure awareness of any changes in automated HR systems to be used and that staff is trained in advance of implementation.

Commission is responsible for the following requirements to enable the GSA to execute core services.

- Partner with GSA in the formulation and decision-making processes involving human resource hiring issues.
- Involve GSA early in the formulation and decision making process.
- Participate in strategic conversations and fully disclose HR requirements to GSA.
- Prioritize requirements to facilitate workload balancing.
- Provide accurate and complete information to GSA as requested
- Submit electronic information when applicable
- Submit hard copies of documents when applicable (e.g., original signature required and original transcripts)
- Work with GSA to develop mutually agreeable outcome measures and provide timely and constructive feedback on work performed
- Distribute HR information to managers and employees on a timely basis
- Adhere to established Executive and/or Legislative HR laws, rules and regulations, policies and procedures including Merit System Principles and Veterans Preference
- Adhere to established deadlines and processes outlined in the SLA and related business processes and performance measures

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### 3.2.2 Service Detail for Hiring:

- Educate on required HR related timeframes and processes.
- Hold pre-consultation meetings to provide guidance to managers, Subject Matter Experts (SMEs), liaisons, etc. on position management, classification, recruitment strategies, hiring flexibilities and strategies; where requested/needed.
- Encourage SME participation throughout the recruitment process.
- Classify positions including identifying position risk sensitivity designations.
- Maintain accurate and up-to-date standard position description library.
- Provide advice and assistance on compensation, pay setting and administration.
- Provide advice and assistance on recruitment, retention, relocation and all other incentives (e.g., Student Load Repayment Program, etc.).
- Work with manager(s) to develop job analysis in association with recruitment action.
- Prepare and post vacancy announcements and recruitment notices if otherwise not prepared/completed by the Office of Personnel Management (OPM).
- Maintain an accurate and up-to-date standard vacancy announcement library.
- Perform technical review of requests for paid advertisements.
- Determine basic qualifications, rate and rank applicants.
- Issue selection certifications under agency merit promotion programs (e.g., competitive and noncompetitive – disability, veterans preference, etc.) and OPM delegated examining (external hiring) authority.
- Review and approve tentative selections made by managers.
- Respond to applicant and other external inquiries about the hiring action.
- Conduct HR-specific portions of the new employee orientation program.
- Maintain an up-to-date job analysis library.
- Conduct new employee orientation.
- Ensure new employee is issued PIV card.
- Initiate and adjudicate background security investigations.

#### Commission responsibilities as they relate to Hiring and where applicable:

- Ensure documentation is complete prior to submission of job requisition to GSA
- Thoroughly discuss HR requirements during pre-consultation meetings
- Provide SMEs as required to assist in the recruitment process
- Perform timely review and approval of recruitment documents
- Provide approval of recruitment, retention and relocation incentives to include superior qualifications
- Use standardized documents, templates and automated tools as applicable (e.g., standard position descriptions, vacancy announcements, etc.)
- Coordinate and pay for advertising costs related to recruitment efforts.

- 
- Adhere to established HR laws, rules and regulations, policies and procedures including Merit System Principles, Veterans Preference and confidentiality of HR related documents
  - Adhere to timeframes and processes outlined in this SLA and related business processes
  - Develop and implement recruitment and staffing plans in collaboration with GSA.
  - Develop and implement succession plans in collaboration with the GSA.

### 3.2.3 Service Detail for Personnel Action Processing:

- Process all actions into CHRIS, including providing quality control of entries.
- GSA personnel processing procedures will be used.
- Provide guidance and assistance in completion of personnel processing forms.
- Establish and maintain official personnel files (e.g., Official Personnel Folder) according to the Office of Personnel Management's regulations.
- Transfer official personnel files as required.
- Coordinate conversion of official personnel files into an electronic format (i.e., eOPF).
- Issue and distribute SF-50s.
- Request SF-75, SF-1150s and transcripts of service as necessary.
- Adjudicate and code Standard Form 52s using OPM guidance.
- Retrieve prior service OPFs from NARA (NPRC).
- Retrieve prior service OPFs from other agencies.

#### Commission responsibilities as they relate to Personnel Action Processing:

- Ensure personnel actions are submitted timely to the GSA for processing.
- Ensure personnel actions contain all information needed for processing.

### 3.2.4 Service Detail for Human Resource Information Technology:

- Provide required personnel and payroll reports.
- Provide SF-113A (Monthly Report of Federal Civilian Employment and SF-113G (Monthly Report of Fulltime Equivalent/Work-Year Civilian Employment) reports quarterly.
- Prepare standard and ad-hoc reports containing HR employee data.
- Input and maintain employee data in GSA's HRIT system.

#### Commission responsibilities as they relate to Human Resource Information Technology:

- Ensure the GSA and Client Subject Matter Experts participate in the formulation of IT requirements.

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### 3.2.5 Service Detail for Benefits Management:

- Provide users with benefits guidance and reference materials.
- Develop benefits-related communication.
- Educate employees on all available benefits programs.
- Process all benefits-related files.
- Determine eligibility for agency-specific benefits.
- Determine/re-determine retirement benefits coverage based on qualifying events.
- Receive and validate retirement program claims to appropriate parties for adjudication.
- Administer discretionary benefits programs.
- Model and calculate estimated benefits payments.
- Provide benefits counseling upon employee request.

#### Commission responsibilities as they relate to Benefits Management:

- Ensure benefits guidance and reference material is distributed to the appropriate audiences.
- Communicate needed changes to guidance and/or reference material to the GSA.

### 3.2.6 Service Detail for Position Management:

- Establish appropriate number of positions essential to accomplish the functions assigned.
- Structure positions clearly and discretely to avoid overlapping of duties, unnecessary positions or fragmentation of work processes.
- Abolish vacant positions if the duties can be redistributed or eliminated.
- Optimize supervisor/employee ratios.
- Minimize the number of organizational levels, with emphasis on decentralization delegation to the lowest possible working level.
- Establish a balance between the number of employees who perform full performance level duties of the unit and the development of employees who perform more routine and lower level tasks.
- Establish positions in such a way as to encourage career development and allow cross-training consistent with the need to recruit and retain a diversified workforce.
- Create position descriptions that adequately describe the work to be performed.

#### Commission responsibilities as they relate to Position Management:

- Collaborate with the GSA on the creation and maintenance of a sound organizational structure.
- Ensure all positions are properly classified.

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### 3.2.7 Service Detail for Labor Relations, Performance Management and Employee Relations:

- Serve as representative or technical representative to General Counsel in dealings with employee and third-party representatives.
- Advise management on the conduct of labor-management negotiations.
- Assist in preparing and responding as agency representatives to: Federal Labor Relations Authority (FLRA); complaints filed by unions; appeals of third-party decisions; and responses to arbitrators.
- Advise and consult with supervisors and managers on employee relations issues.
- Provide advice, assistance, regulatory requirements and templates to managers on disciplinary, adverse and performance-based actions, processing grievances and responding to related appeals, congressional and other third-party actions.
- Participate in oral reply meetings with deciding officials for disciplinary or adverse actions as required.
- Provide advice and assistance in responding to grievances and appeals to include Merit Systems Protection Board (MPSB) appeals and other third-party actions.
- Serve as the agency technical representative in MPSB proceedings.
- Provide regulatory and policy advice on workforce relations matters such as work schedules, time and leave administration, telework, performance management, employee recognition, etc.
- Provide employees information on employee rights and obligations provided for in regulations, legislation and merit system principles.
- Provide timely processing of award personnel actions.
- Provide timely guidance on establishing performance plans, conducting mid-year reviews and conducting final performance rating discussions and closing performance plans.
- Provide advice, assistance, templates and training workshops on award requirements, establishment of performance contracts/plans and conducting performance evaluations.
- Provide Performance Management training for employees on performance systems, timeliness, supervisory and employee responsibilities.

### Commission responsibilities as they relate to Labor Relations, Performance Management and Employee Relations:

- Assist with the development and completion of annual performance plans within specified timeframes.
- Consult with GSA when performance and/or conduct concerns arise and obtain approval prior to issuing Performance Improvement Plans (PIPs), disciplinary or performance-based actions, excluding those for SES positions.
- Use templates when developing letters of warning, reprimand and other disciplinary documents in coordination with GSA.
- Provide evidence of misconduct or unacceptable performance to GSA.
- Utilize alternate dispute resolution whenever feasible.

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- Ensure employee recognition adheres to customer and GSA policies and guideline.

#### 3.2.8 Service Detail for Customer Service:

- Ensure that training or guidance is provided on new HR systems, processes or procedures prior to implementation.
- Serve as an advisor to leadership on human resource solutions to organizational business needs.
- Work to develop staffing and recruitment strategies.
- Provide training on HR system functionality and reporting capabilities.
- Provide HR-specific training on hiring flexibilities, laws, rules and regulations, policies and procedures and other HR related areas.
- Support recruitment outreach activities conducted by customer and GSA Washington Area Operations Center (WAOC).
- Provide appropriate, accurate, and timely responses to customer inquiries received by email, phone and in person.
- Develop mutually agreed upon performance measures.
- Survey customers' satisfaction and utilize feedback to improve processes.
- Report how feedback has been utilized to improve processes.
- Track and report actual performance against WAOC key performance indications (KPIs) and SLA requirements.

#### Commission responsibilities related to Customer Service

- Planning and forecasted anticipated/realized vacancy.
- Participate in training events and workshops, as needed.
- Provide timely, actionable and constructive feedback on WAOC performance surveys.

#### 3.3 Comprehensive Human Resources Integrated System (CHRIS):

CHRIS is the automated tool used by HR professionals to document employees' employment data such as changes in salary, position, and benefits. CHRIS creates an employment history documented in e-OPF or can be printed and placed in an OPF. CHRIS is coupled with GSA's Business Objects Reporting tool; an agency can receive a full range of standard and ad hoc workforce reports quickly and easily. Data retrieval, customer reporting, and query features allow agencies to perform analysis, identify trends, track changes, and forecast future needs. CHRIS provides:

- Personnel Action Processing
- Benefits Management
- Telework Reporting
- MD-715 Reporting



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### 3.4 Legal (Office of General Council):

- Legal services and liaison on legal matters relating to the administrative support services being provided.
- Interpretation of enabling legislation authority and other relevant statutes as they relate to specific issues identified by the customer.

### 3.5 Equal Employment Opportunity (EEO):

- General advice and guidance on EEO matters provided to the Customer's management and employees.
- Processing of EEO complaints of discrimination from the informal stage to the formal stage upon the Customer's request. OCR will contract for most EEO services. The Customer is responsible for all contract costs including those associated with the processing of EEO complaints (i.e., counseling, mediations, accept/dismiss, amendments, investigations, and final decisions, etc.)

## 4. **Optional Reimbursable Services**

All services identified in this paragraph and provided by the following (but not solely limited to) GSA's offices and any direct liaison/coordination assistance provided by GSA will be on a full cost reimbursable availability basis.

- (a) Federal Acquisition Services
  - (b) Public Buildings Service
  - (c) Acquisition Management Division
  - (d) Office of General Council
  - (e) Equal Employment Opportunity
  - (f) Security and Background Investigation (OPM & GSA costs)
  - (g) Credentialing Services
- 
- (a) FAS is the leading source for Government solutions. It pursues this vision through excellence in acquisition and workforce, environmental sustainability, and life-cycle management of customer focused offerings.
  - (b) PBS provides real estate market analyses by locating and negotiating optimal office space and/or other facilities. Acts as a Construction/Project Manager to design and construct new facilities, and/or repairs and alterations of existing structures. Provides assessment and delivery of physical security requirements.
  - (c) The GSA will provide simplified acquisition services, contract services, and contract administration support. Acquisition services will be direct billed to the Customer on a fee for service basis.
  - (d) Any litigation related services or contractual costs associated with ER/LR and EEO litigation actions or other litigation actions are reimbursable on an hourly basis, plus any contract costs.
  - (e) OCR personnel actions required in support of the processing of EEO complaints of discrimination (including obtaining the contract services, reviewing deliverables, etc.) will be performed at a reimbursable rate of \$104 per hour or any portion of an hour. OCR will provide EEO training services if requested by the customer. EEO training services will be

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contracted out and the customer will be responsible for all associated contract costs. OCR's personnel actions in support of the EEO training (such as planning, developing and contracting for the training) will be charged at a rate of \$104 per hour or any portion of an hour. OCR will provide advisory services for EEO reporting requirements to the EEOC on a reimbursable hourly rate of \$104, such as EEO Complaints Tracking and MD-715 reporting.

- (f) The cost of the personnel suitability process shall be \$350 per case plus the reimbursable OPM investigation fee based on OPM annual cost (FY-14: NACI - \$122, MBI - \$920, BI - \$3,609, SSBI - \$4,348)
- (g) FAS will provide government ID cards on a reimbursable basis. (Fingerprints & NACIs required)

## 5. Points of Contact

### 5.1 General Services Administration

- (a) Account Management  
Tom Hodnett  
Director, Agency Liaison Division  
Phone: (202) 205-2900  
Email: [tom.hodnett@gsa.gov](mailto:tom.hodnett@gsa.gov)

X \_\_\_\_\_

- (b) Human Resources  
Jackie Clay  
Director, Washington Area Operations Center  
Phone: (202) 208-4793  
Email: [jackieclay@gsa.gov](mailto:jackieclay@gsa.gov)

(b) (6)

- (c) Comprehensive Human Resources Integrated System (CHRIS)  
Paul York  
Project Manager, Office of Program Performance  
Phone: (816) 926-7206  
Email: [paul.york@gsa.gov](mailto:paul.york@gsa.gov)

X \_\_\_\_\_

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(e) Equal Employment Opportunity (EEO)  
Kellyann Williams  
Equal Employment Manager, Office of Civil Rights  
Phone: (215) 446-4906  
Email: [kellyann.williams@gsa.gov](mailto:kellyann.williams@gsa.gov)

X \_\_\_\_\_

(f) Security & Background Investigations  
Grady Hannah  
Supervisory Security Specialist, Personnel Security Division  
Phone: (202) 219-0273  
Email: [grady.hannah@gsa.gov](mailto:grady.hannah@gsa.gov)

X \_\_\_\_\_

(g) Federal Acquisition Service (FAS)  
Stephanie Carpenter  
Customer Account Representative, Federal Acquisition Service  
Phone: (703) 605-2670  
Email: [stephanie.carpenter@gsa.gov](mailto:stephanie.carpenter@gsa.gov)

X \_\_\_\_\_

(h) Public Building Service (PBS)  
Elena Garrison  
Director, Assignments Division  
Office of Portfolio Management  
Phone: (202) 260-4112  
Email: [elena.garrison@gsa.gov](mailto:elena.garrison@gsa.gov)

X \_\_\_\_\_

(i) Acquisition Management Division (AMD)  
Melanie Lewis  
Supervisory Contract Specialist, Acquisition Management Division  
Phone: (202) 708-6679  
Email: [melanie.lewis@gsa.gov](mailto:melanie.lewis@gsa.gov)

X \_\_\_\_\_

(j) Credentialing (MSO)  
Bill Windsor  
Supervisory IT Specialist, HSPD-12 Branch  
Phone: 703-306-6415  
Email: [william.windsor@gsa.gov](mailto:william.windsor@gsa.gov)

X \_\_\_\_\_

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## 5.2 U.S. Ability One Commission:

This person authorized to interface with GSA on all matters related to this agreement.

Name: Kimberly Zeich

Position: Deputy Executive Director

Phone #: 703 603 2130

Email: kzeich@abilityone.gov

This person authorized to interface with GSA on all matters related to this agreement.

Name: Kermit Jones

Position: Chief of Staff

Phone #: 703 603 2120

Email: kjones@abilityone.gov

## 6. Financial Agreement

- (a) The cost of these services shall be \$4,764.60 per month or for any portion of a month during the life of the agreement plus any reimbursable fees. Monthly fees are based on number of employees supported on a bi-annual basis. A count of employees supported will be taken on September 1 and March 1 of each year to establish the rate for the next six months.
- (b) In addition to routine monthly fees, new clients will be charged three months fees to support start-up support, immediately upon signature of their initial SLA.
- (c) The cost incurred with the administration of the agreement includes a pro rata portion of GSA's operational costs. GSA will initiate charges against the Commission's account for the agreed upon fees. The fees will be charged against the account during the first eight days of the first month of each quarter or immediately, on a pro rata basis, in quarters which have already begun.
- (d) If the Commission should transfer services to another provider or if the Commission completes its federal service, the Commission will be charged three months fees to support the maintenance and transfer of records to a new service provider, employers or the Federal Records Center.
- (e) Monthly fees will be increased commensurate with federal civilian employee pay raises, i.e., if federal civilian employees get a pay raise of 3.1% in January of any calendar year, the monthly fee for the client will be increased by 3.1% effective October 1, of the same calendar year.

## 7. Payment and Intra-Governmental Payment and Collection System (IPAC)

- 7.1 The Commission agrees to pay as stipulated in the SLA.
- 7.2 Payment will be made via Interfund transfer (IFTV) except when special arrangements are made as mutually agreed upon by the GSA and the Commission.
- 7.3 A signature on this SLA signifies the Commission's commitment to reimburse GSA for services rendered.
- 7.4 GSA will use the following Treasury codes on all IPAC billings:
  - Client Agency Location Code (ALC) 47000016
  - Client Agency Treasury Account Symbol (TAS): 95-2000
  - Client Business Event Type (BETC) Code: DISB
  - Client BPN number: \_\_\_\_\_
  - Purchase Order Number for Client Billing: JP14P0014
  - First and Last Year of Funding Source: \_\_\_\_\_
  - Type of Funding: 1YR
  - GSA Agency Location Code (ALC): 47000016
  - GSA Treasury Account Symbol (TAS): 95-2000
  - GSA BETC Code: COLL
- 7.5 Questions by the GSA or the Client Agency concerning IPAC billings shall be addressed to the points of contacts identified.

## 8. Alternative Dispute Resolution

- 8.1 The parties agree that, in the event of a dispute between the agency and GSA, the parties shall use their best efforts to resolve that dispute in an informal fashion and through consultation and negotiation, or other forms of mutually acceptable non-binding alternative means of dispute resolution.
- 8.2 Non-acceptance issues unable to be resolved will be handled as follows:
  - (a) The Client must request in writing (via email or memorandum) a review by GSA's CPO Chief of Staff.
  - (b) GSA's CPO Chief of Staff will submit a written ruling to the Client via email or memorandum.
  - (c) In the event those officials cannot resolve the dispute, they will designate a mutually acceptable independent third party to review the facts and recommend a fair resolution.

## 9. Continuing Resolutions

- (a) In the event of a continuing resolution GSA and the Commission will operate under the guidelines governing the resolution.
- (b) Fee collection will be consistent with the terms of the continuing resolution.

## 10. Customer Closeout

- (a) In the event Congress decides to close the client agency during the current fiscal year, or if the Commission elects to terminate GSA services for any reason, the Commission shall be assessed a flat fee equal to three months charges on the first day of the last month of this SLA duration to cover all close-out activities including but not limited to:

- 1) Records management,
- 2) Final invoicing,
- 3) OMB/Treasury final reconciliation,
- 4) Surplus property
- 5) Other tasks as required

## 11. Terms of Agreement

This agreement is effective upon signature. The agreement will remain in effect until September 30, 2014, or until amended, replaced, or terminated by signed, mutual agreement of both parties.

The Commission and the GSA reserve the right to terminate this agreement by notifying the other party at least 90 days in advance of termination date. Notification must be made in writing (via email or memorandum) to the Director, GSA's Agency Liaison Division or his/her designee.

In the event of termination by either party, the GSA agrees to reasonably assist to ensure smooth transition to another provider.

If this agreement is terminated by the Commission, the Commission assumes responsibility for all costs resulting from the termination, which may include:

- (a) Direct costs already incurred by the GSA in support of the agreement which costs cannot be similarly canceled or deferred
- (b) Termination costs
- (c) Transition costs as applicable

## 12. Authorizing Officials:

General Services Administration:

(b) (6)

Date: 30 Sep 13

U.S. Ability One Commission:

(b) (6)

Date: 9/20/2013



U.S. General Services Administration  
Personal Property Center  
6808 Loisdale Road  
Springfield, Virginia 22150

February 28, 2014

**MOU D004-14**

To: Kermit Jones:

Attached is the signed MOU agreement for the disposal of excess property to the GSA warehouse located in Springfield, Virginia during fiscal year 2014. When scheduling for a delivery to the PPC, please contact Craig Ross at (703) 605-9315 for Furniture and Mr. Juan Ward at (703) 605-9316 or Tamela Samuels at (703) 605-9314.

Sincerely,

*Carlton Lawrence*

Carlton Lawrence  
Systems Supply Analyst  
GSA-National Capital Region

**EXCLUSIVE INTRAAGENCY AGREEMENT**  
**Between**  
**GENERAL SERVICES ADMINISTRATION/PERSONAL PROPERTY CENTER**  
**AND**  
**COMMITTEE FOR PURCHASE FROM PEOPLE WHO ARE BLIND OR SEVERELY**  
**DISABLED**

- I. **Purpose:** This Interagency agreement (IAG), between the **Committee for Purchase From People who are Blind Severely Disabled**, and the General Services Administration (GSA), Personal Property Center (PPC), defines the parties' agreement on how the GSA-Personal Property Center (GSA-PPC) will provide for the receipt, management, and redistribution of excess furniture and Equipment from Customer Agency. The GSA-PPC located in Springfield, Virginia will provide these services.
- II. **GSA-PPC Responsibilities:** GSA-PPC will be responsible for the following:
- a. Providing prompt and proper handling of Customer Agency excess property
  - b. Providing receipt and storage of Customer Agency excess property awaiting disposal action
  - c. Providing Immediate transfer of accountability to GSA-PPC upon receipt at the PPC
  - d. Providing management reports clearly stating a summary of the services performed
  - e. Providing supervisory and administrative oversight
- III. **Customer Agency Responsibilities:** Customer Agency will be responsible for the following:
- a. Completing a Standard Form (SF) 120 or 126, Report of Excess Personal Property prior to delivery of property to the GSA-PPC for furniture and equipment. **Include on the SF 120 or 126 for equipment the following: serial number, make, model number, condition code and acquisition cost. Please do not combine like items.**
  - b. **Customer agency is to ensure that the equipment contains no sensitive data and that it complies with all security regulations.**
  - c. Making arrangements for the transportation of property to the GSA-PPC at a specific delivery time.
  - d. Assisting in the resolution of any discrepancies
  - e. Providing twenty-four (24) hour notice of cancellation once delivery has been scheduled.
  - f. Providing supervisory and administrative oversight.
  - g. Providing three (3) copies of the SF 120 or SF 126 when delivering excess property to the GSA-PPC Warehouse
  - h. Ensuring all property (e.g. furniture and equipment) is protected during transit.



- i. All equipment must be palletized

IV. **Duration of Agreement:** The period of this agreement shall be from January 16, 2014 to September 30<sup>th</sup> 2014 with option years thru 2018 at agencies request. This agreement may be terminated by either party within thirty (30) days advance written notice.

V. **Funding:** When delivering property to the GSA PPC, **Customer Agency** will share in the Personal Property Center (PPC) operating expense based on the size of the box truck or tractor trailer being used to deliver the excess property. **All trucks up to 24ft. will be \$1,000.00 per delivery for furniture, \$1,075.00 for equipment; 25-40ft. will be \$1,400.00 per delivery for furniture and \$1,475.00 for equipment; 41-47ft. will be \$1,825.00 for furniture and equipment; 48ft and above will be \$1,875.00 for furniture and equipment. Customer agency will be billed monthly for excess property deliveries via IPAC.**

- PPC will accept a less than truck load fee of IT Equipment at a cost of \$150.00 per skid, up to 7 skids. If customer agency has a mixed delivery of equipment and furniture.

**V1. Operating Procedures for deliveries:**

- a. Delivery appointment: Call the PPC at (703) 605-9315 for Furniture and (703) 605-9314 or 9316 for equipment delivery appointment. The hours for delivery are 7:00am to 2:30 pm. GSA/PPC will assign a number to this agreement and provide the number to the customer agency. This number must be used in scheduling appointments. No deliveries can be scheduled without it. The Personal Property Center must have a 24 hour notice of cancellation for a scheduled delivery.
- b. Responsibility of the driver and personnel:
  - 1. The driver and assistant(s) must have a valid photo identification to gain entrance into the facility (Franconia Gate) and will be required to sign into the facility.
  - 2. Chock blocks must be placed in the front of the rear tire of the vehicle being unloaded. Personnel driving a tractor with a trailer must have trucks parked at an "L" or tractor has to be disengaged from trailer when parked at a dock.
  - 3. Personnel must move furniture off the truck and onto the dock leveler and placed on a pallet. Furniture needs to be sorted, i.e. wood items with wood items and metal items with metal items or as directed by the warehouse specialist working on the dock.
  - 4. Furniture must be free of materials and trash
  - 5. Items on a pallet should be in upright position.
- c. Hazardous Materials-No hazardous materials will be accepted

- d. Refrigerators in NON WORKING ORDER must be accompanied by a certificate or statement verifying that all Freon and hazardous fluids were extracted. Please see the sample statement attached
- e. Safes-
  - 1. All classified materials, files and trash must be removed...
  - 2. The combination should be reset to factory setting (50-25-50 normally). If the combination cannot be reset, label the existing combination on the top drawer of the safe.
  - 3. Safes that cannot be opened and safes containing materials or trash **will not be accepted.**
- f. File cabinets must be unlocked and cleared of all documents. If file cabinets have keys, please tape the keys to the inside of the top drawer

VIII. **Authority:** The statutory authority under which this agreement is entered into is as follows: the Code of Federal Regulations Title 41, Chapter 102, Federal Management Regulations, Subchapter B- Personal Property, part 36 and the Economy Act, 31 U.S.C. Section 1535 (as amended by P.L. 98-216). This agreement does not duplicate or conflict with any existing agreement, policy, or statute.

General Services Administration  
National Capital Region

(b) (6)

Name: Charles Robinson  
Title: Deputy Director  
Property Mgmt. Division

Committee for Purchase from People  
who are Blind or Severely Disabled

(b) (6)

Name: Kermit Jones  
Title: Chief of Staff

**BILLING ADDRESS**

U.S. Ability One Commission  
1401 S. Clark Street  
Suite 10800  
Arlington, VA.  
FY 14 Obligations: \$  
\$3000 -

**X. Financial Data:**

**Financial Data**

**a. GSA Financial Data:**

1. Tax ID # 44-055-3234
2. DUNS # 964253686
3. Treasury Acct # 47-8-0110
4. ALC # 47-00-0016

**Customer Agency:**

Tax ID: 440 55 3234

DUNS: 928275536

~~ALC/TAS:~~ 47 000016

ALC or AAC: → 95 - 2000  
TAS

\*IF PAYING VIA CREDIT CARD INDICATE BELOW

NAME: Kermit Jones

PHONE: 703 603 2120

FAX: 703 603 0030

E-MAIL: kjones@abilityone.gov

Signature: (b) (6)

Agency Point of Contact for scheduling deliveries:

NAME: Kermit Jones

PHONE: 703 603 2120

FAX: 703 603 0030

E:MAIL: [kjones@abilityone.gov](mailto:kjones@abilityone.gov)

GSA Point of Contact:

Financial:

Carlton Lawrence

Supply Systems Analyst

(703) 605-9318

Fax (703) 313-8967

[Carl.Lawrence@gsa.gov](mailto:Carl.Lawrence@gsa.gov)

STATEMENT OF CONFIRMATION FOR TURN-IN OF REFRIGERATORS &  
AIR CONDITIONERS

THE FREON AND HAZARDOUS FLUIDS CONTAINED IN THE UNIT  
REFERENCED BELOW HAS BEEN REMOVED AND IT IS NOW  
CLASSIFIED AS AN UNSERVICEABLE TURN-IN.

REFRIGERATOR MANUFACTURER \_\_\_\_\_

REFRIGERATOR SERIAL NUMBER \_\_\_\_\_

AIR CONDITIONER MANUFACTURER \_\_\_\_\_

AIR CONDITIONER SERIAL NUMBER \_\_\_\_\_

PLEASE HAVE THE PERSON OR COMPANY THAT REMOVES THE FREON  
AND HAZARDOUS FLUIDS FROM THE ABOVE UNIT COMPLETE THE  
FOLLOWING CERTIFICATION. FAILURE TO PROVIDE THE  
CERTIFICATION WILL CAUSE THIS PROPERTY TO BE REJECTED.

NAME: \_\_\_\_\_

Signature: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

Area Code

DATE REMOVED: \_\_\_\_\_

United States Government  
Interagency Agreement (IAA) – Agreement Between Federal Agencies  
General Terms and Conditions (GT&C) Section

IAA Number AbilityOne1401 - 0000 - 00001  
GT&C # Order # Amendment/Mod #

**DEPARTMENT AND/OR AGENCY**

1.	Requesting Agency of Products/Services	Servicing Agency Providing Products/Services
Name	Committee for Purchase From People Who Are Blind or Severely Disabled (U.S. Ability One)	GSA Office of the Chief Financial Officer (OCFO) Federal Integrated Solutions Center (FISC)
Address	1421 Jefferson Davis Hwy JP2, Ste 10800, Arlington, VA 22202	1800 F Street, NW Room 6020 E Washington, DC 20405

2. Servicing Agency Agreement Tracking Number (Optional) \_\_\_\_\_

3. Assisted Acquisition Agreement Yes ☐ No ☒

4. GT&C Action (Check action being taken)

☐ New

☒ Amendment – Complete only the GT&C blocks being changed and explain the changes being made.

Added budget services for \$3,000.00.

☐ Cancellation – Provide a brief explanation for the IAA cancellation and complete the effective End Date.

5. Agreement Period Start Date 10-01-2013 End Date 09-30-2014 of IAA or effective cancellation date  
MM-DD-YYYY MM-DD-YYYY

6. Recurring Agreement (Check One) A Recurring Agreement will continue, unless a notice to discontinue is received.

Yes ☒ If Yes, is this an: Annual Renewal ☒

Other Renewal ☐

State the other renewal period: \_\_\_\_\_

No ☐

7. Agreement Type (Check One) ☒ Single Order IAA ☐ Multiple Order IAA

8. Are Advance Payments Allowed for this IAA (Check One) ☐ Yes ☒ No

If Yes is checked, enter Requesting Agency's Statutory Authority Title and Citation

Note: Specific advance amounts will be captured on each related Order.

**United States Government**  
**Interagency Agreement (IAA) - Agreement Between Federal Agencies**  
**General Terms and Conditions (GT&C) Section**

IAA Number AbilityOne1401 - 0000 - 00001  
GT&C #            Order # Amendment/Mod #

**9. Estimated Agreement Amount** (The Servicing Agency completes all information for the estimated agreement amount.)  
(Optional for Assisted Acquisitions)

Direct Cost	<u>\$76,897.04</u>
Overhead Fees & Charges	<u>\$0.00</u>
Total Estimated Amount	<u>\$76,897.04</u>

Provide a general explanation of the Overhead Fees & Charges

**10. STATUTORY AUTHORITY**

**a. Requesting Agency's Authority (Check One)**

Franchise Fund	Revolving Fund	Working Capital Fund	Economy Act (31 U.S.C. 1535/FAR 17.5)	Other Authority
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Fill in Statutory Authority Title and Citation for Franchise Fund, Revolving Fund, Working Capital Fund, or Other Authority  
JWOD Act 41 U.S.C 8501-8506

**b. Servicing Agency's Authority (Check One)**

Franchise Fund	Revolving Fund	Working Capital Fund	Economy Act (31 U.S.C. 1535/FAR 17.5)	Other Authority
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Fill in Statutory Authority Title and Citation for Franchise Fund, Revolving Fund, Working Capital Fund, or Other Authority  
40 USC 501 and 502

**11. Requesting Agency's Scope** (State and/or list attachments that support Requesting Agency's Scope.)

The Committee for Purchase From People Who Are Blind or Severely Disabled (US Ability One) will receive shared services from the GSA Office of the Chief Financial Officer (OCFO) in Kansas City under the Statutory Authority listed in item 10.a of this form. The attached Statement of work provides detailed requirements.

**12. Roles & Responsibilities for the Requesting Agency and Servicing Agency** (State and/or list attachments for the roles and responsibilities for the Requesting Agency and the Servicing Agency.)

The General Services Administration (GSA) will provide the services outlined in the attached Statement of work for the Committee for Purchase From People Who Are Blind or Severely Disabled (US Ability One).

United States Government  
Interagency Agreement (IAA) – Agreement Between Federal Agencies  
**General Terms and Conditions (GT&C) Section**

IAA Number AbilityOne1401 - 0000 - 00001  
GT&C #                      Order #    Amendment/Mod #

**13. Restrictions (Optional)** (State and/or attach unique requirements and/or mission specific restrictions specific to this IAA).  
See attached Statement of Work.

**14. Assisted Acquisition Small Business Credit Clause** (The Servicing Agency will allocate the socio-economic credit to the Requesting Agency for any contract actions it has executed on behalf of the Requesting Agency.)

**15. Disputes:** Disputes related to this IAA shall be resolved in accordance with instructions provided in the Treasury Financial Manual (TFM) Volume 1, Part 2, Chapter 4700, Appendix 10; Intragovernmental Business Rules.

**16. Termination** (Insert the number of days that this IAA may be terminated by written notice by either the Requesting or Servicing Agency.)

90

If this agreement is canceled, any implementing contract/order may also be canceled. If the IAA is terminated, the agencies shall agree to the terms of the termination, including costs attributable to each party and the disposition of awarded and pending actions.

If the Servicing Agency incurs costs due to the Requesting Agency's failure to give the requisite notice of its intent to terminate the IAA, the Requesting Agency shall pay any actual costs incurred by the Servicing Agency as a result of the delay in notification, provided such costs are directly attributable to the failure to give notice.

**17. Assisted Acquisition Agreements – Requesting Agency's Organizations Authorized To Request Acquisition Assistance for this IAA.** (State or attach a list of Requesting Agency's organizations authorized to request acquisition assistance for this IAA.)  
N/A

**18. Assisted Acquisition Agreements – Servicing Agency's Organizations authorized to Provide Acquisition Assistance for this IAA.** (State or attach a list of Servicing Agency's organizations authorized to provide acquisition for this IAA.)  
N/A

**19. Requesting Agency Clause(s) (Optional)** (State and/or attach any additional Requesting Agency clauses.)  
The Committee for Purchase From People Who Are Blind or Severely Disabled (US Ability One) enters into this agreement pursuant to the authority of 40 USC 501 and 502 and the enabling legislation, JWOD Act 41 U.S.C 8501-8506, for the agency. These statutory authorities are independent of the Economy Act and therefore, the Economy Act does not apply to this agreement.



**United States Government**  
**Interagency Agreement (IAA) – Agreement Between Federal Agencies**  
**General Terms and Conditions (GT&C) Section**

IAA Number AbilityOne1401 -0000- 00001  
GT&C # Order # Amendment/Mod #

**20. Servicing Agency Clause(s) (Optional)** (State and/or attach any additional Servicing Agency clauses.)  
GSA enters into this agreement pursuant to the authority of 40 USC 501 and 502 and the enabling legislation, JWOD Act 41 U.S.C 8501-8506, for the agency. These statutory authorities are independent of the Economy Act and therefore, the Economy Act does not apply to this agreement.

**21. Additional Requesting Agency and/or Servicing Agency Attachments (Optional)** (State and/or attach any additional Requesting Agency and/or Servicing Agency attachments.)  
See attached Statement of Work

**22. Annual Review of IAA**

By signing this agreement, the parties agree to annually review the IAA if the agreement period exceeds one year. Appropriate changes will be made by amendment to the GT&C and/or modification to any affected Order(s).

**AGENCY OFFICIAL**

The Agency Official is the highest level accepting authority or official as designated by the Requesting Agency and Servicing Agency to sign this agreement. Each Agency Official must ensure that the general terms and conditions are properly defined, including the stated statutory authorities, and, that the scope of work can be fulfilled per the agreement.

The Agreement Period Start Date (Block 5) must be the same as or later than the signature dates.

Actual work for this IAA may NOT begin until an Order has been signed by the appropriate individuals, as stated in the Instructions for Blocks 37 and 38.

23.	Requesting Agency	Servicing Agency
Name	Kimberly M. Zeich	Edward R. Gramp, Jr
Title	Deputy Executive Director	Acting Director, Financial Policy and Operations
Telephone Number(s)	(703) 603-2130	(202) 501-0593
Fax Number	(703) 603-2130	(202) 501-2842
Email Address	kzeich@abilityone.gov	edward.gramp@gsa.gov
SIGNATURE	(b) (6)	(b) (6)
Approval Date	1/27/2014	2/20/14

**United States Government**  
**Interagency Agreement (IAA) – Agreement Between Federal Agencies**  
**Order Requirements and Funding Information (Order) Section**

IAA Number AbilityOne1401 - 0000 - 00001      Servicing Agency's Agreement  
 GT&C #      Order #      Amendment/Mod #      Tracking Number (Optional) J814P0002

**PRIMARY ORGANIZATION/OFFICE INFORMATION**

<b>24.</b>	<b>Requesting Agency</b>	<b>Servicing Agency</b>
Primary Organization/Office Name	Committee for Purchase from People who are Blind or Severely Disabled	GSA Office of the Chief Financial Officer, Federal Integrated Solutions Ctr
Responsible Organization/Office Address	1401 S. Clark St., Ste 10800, Arlington, VA 22202	1800 F Street, NW Room 6020 E Washington, DC 20405

**ORDER/REQUIREMENTS INFORMATION**

**25. Order Action (Check One)**

☐ New

☒ **Modification (Mod)** – List affected Order blocks being changed and explains the changes being made. For Example: for a performance period mod, state new performance period for this Order in Block 27. **Fill out the Funding Modification Summary by Line (Block 26) if the mod involves adding, deleting or changing Funding for an Order Line.**  
 Added Budget Services for \$3,000.00.

☐ **Cancellation** – Provide a brief explanation for Order cancellation and fill in the Performance Period End Date for the effective cancellation date.

<b>26. Funding Modification Summary by Line</b>	Line # <u>1</u>	Line # _____	Line # _____	Total of All Other Lines (attach funding details)	Total
Original Line Funding	\$73,897.04	\$	\$	\$	\$73,897.04
Cumulative Funding Changes From Prior Mods [addition (+) or reduction (-)]	\$0.00	\$	\$	\$	\$0.00
Funding Change for This Mod	\$3,000.00	\$	\$	\$	\$3,000.00
<b>TOTAL Modified Obligation</b>	<b>\$76,897.04</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$76,897.04</b>
Total Advance Amount (-)	\$0.00	\$	\$	\$	\$0.00
<b>Net Modified Amount Due</b>	<b>\$76,897.04</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$76,897.04</b>

**27. Performance Period**

☒ Start Date

10-01-2013

End Date

09-30-2014

For a performance period mod, insert the start and end dates that reflect the new performance period.

MM-DD-YYYY

MM-DD-YYYY

*x Upon last signature*

# IAA Order

IAA Number AbilityOne1401 - 0000 - 00001  
 GT&C # Order # Amendment/Mod #

Servicing Agency's Agreement  
 Tracking Number (Optional) JP14P0002

<b>28. Order Line/Funding Information</b>													<b>Line Number</b> _____			
<b>Requesting Agency Funding Information</b>									<b>Servicing Agency Funding Information</b>							
ALC		47000018							47000016							
Component TAS Required by 10/1/2014	SP	ATA	AID	BPOA	EPOA	A	MAIN	SUB	SP	ATA	AID	BPOA	EPOA	A	MAIN	SUB
			338	2014	2014		2000	000			047			X	4540	001
OR Current TAS format			95142000						47X4540.1							
BETC			DISB						COLL							
Object Class Code (Optional)																
BPN			928275536						964253686							
BPN + 4 (Optional)																
Additional Accounting Classification/Information (Optional)			BOAC: 953929													
Requesting Agency Funding Expiration Date 09-30-2014 MM-DD-YYYY									Requesting Agency Funding Cancellation Date 09-30-2019 MM-DD-YYYY							
<b>Project Number &amp; Title</b> FY 2014 Interagency Agreement for GSA OCFO Shared Services																
<b>Description of Products and/or Services, including the Bona Fide Need for this Order</b> (State or attach a description of products/services, including the bona fide need for this Order.)  See attached Statement of Work.																
North American Industry Classification System (NAICS) Number (Optional) _____																
<b>Breakdown of Reimbursable Line Costs</b>									<b>OR Breakdown of Assisted Acquisition Line Cost:</b>							
Unit of Measure								Contract Cost		\$						
Quantity	Unit Price	Total					Servicing Fees		\$							
1	\$76,897.04	\$ 76,897.04					Total Obligated Cost		\$ 0.00							
Overhead Fees & Charges		\$ 0.00					Advance for Line (-)		\$							
Total Line Amount Obligated		\$ 76,897.04					Net Total Cost		\$ 0.00							
Advance Line Amount (-)		\$ 0.00					Assisted Acquisition Servicing Fees Explanation									
Net Line Amount Due		\$ 76,897.04														
<b>Type of Service Requirements</b> <input checked="" type="checkbox"/> Severable Service <input type="checkbox"/> Non-severable Service <input type="checkbox"/> Not Applicable																

# IAA Order

IAA Number AbilityOne1401 - 0000 - 00001 Servicing Agency's Agreement  
GT&C # Order # Amendment/Mod # Tracking Number (Optional) \_\_\_\_\_

## 29. Advance Information (Complete Block 29 if the Advance Payment for Products/Services was checked "Yes" on the GT&C.)

Total Advance Amount for the Order \$ 0.00 [All Order Line advance amounts (Block 28) must sum to this total.]

Revenue Recognition Methodology (according to SFFAS 7) (Identify the Revenue Recognition Methodology that will be used to account for the Requesting Agency's expense and the Servicing Agency's revenue)

- ☐ Straight-line -- Provide amount to be accrued \$ \_\_\_\_\_ and Number of Months \_\_\_\_\_
- ☐ Accrual Per Work Completed -- Identify the accounting posting period:
- ☐ Monthly per work completed & invoiced
- ☐ Other -- Explain other regular period (bimonthly, quarterly, etc.) for posting accruals and how the accrual amounts will be communicated if other than billed. \_\_\_\_\_

## 30. Total Net Order Amount: \$ 76,897.04

[All Order Line Net Amounts Due for reimbursable agreements and Net Total Costs for Assisted Acquisition Agreements (Block 28) must sum to this total.]

## 31. Attachments (State or list attachments.)

- ☐ Key project and/or acquisition milestones (Optional except for Assisted Acquisition Agreements)

☒ Other Attachments (Optional)  
See attached Statement of Work

## BILLING & PAYMENT INFORMATION

### 32. Payment Method (Check One) [Intra-governmental Payment and Collection (IPAC) is the Preferred Method.]

If IPAC is used, the payment method must agree with the IPAC Trading Partner Agreement (TPA).

- ☐ Requesting Agency Initiated IPAC ☒ Servicing Agency Initiated IPAC
- ☐ Credit Card ☐ Other -- Explain other payment method and reasoning \_\_\_\_\_

### 33. Billing Frequency (Check One)

[An Invoice must be submitted by the Servicing Agency and accepted by the Requesting Agency BEFORE funds are reimbursed (i.e., via IPAC transaction)]

- ☐ Monthly ☒ Quarterly ☐ Other Billing Frequency (include explanation) \_\_\_\_\_

### 34. Payment Terms (Check One)

- ☐ 7 days ☒ Other Payment Terms (include explanation): Upon billing

# IAA Order

IAA Number AbilityOne1401 - 0000 - 00001  
 GT&C # Order # Amendment/Mod #

Servicing Agency's Agreement  
 Tracking Number (Optional) JP1480002

**35. Funding Clauses/Instructions (Optional)** (State and/or list funding clauses/instructions.)  
 See attached Statement of Work.

## 36. Delivery/Shipping Information for Products (Optional)

Agency Name	
Point of Contact (POC) Name & Title	
POC Email Address	
Delivery Address /Room Number	
POC Telephone Number	
Special Shipping Information	

## APPROVALS AND CONTACT INFORMATION

### 37. PROGRAM OFFICIALS

The Program Officials, as identified by the Requesting Agency and Servicing Agency, must ensure that the scope of work is properly defined and can be fulfilled for this Order. The Program Official may or may not be the Contracting Officer depending on each agency's IAA business process.

	Requesting Agency	Servicing Agency
Name	Kimberly M Zeich	Edward R. Gramp, Jr
Title	Deputy Executive Director	Acting Director, Financial Policy and Operations
Telephone Number	(703) 603-2130	(202) 501-0593
Fax Number	(703) 603-0030	(202) 501-2842
Email Address	kzeich@abilityone.gov	edward.gramp@gsa.gov
SIGNATURE	(b) (6)	(b) (6)
Date Signed	1/27/2014	2/19/2014

**38. FUNDING OFFICIALS** The Funds Approving Officials, as identified by the Requesting Agency and Servicing Agency, certify that the funds are accurately cited and can be properly accounted for per the purposes set forth in the Order. The Requesting Agency Funding Official signs to obligate funds. The Servicing Agency Funding Official signs to start the work, and to bill, collect, and properly account for funds from the Requesting Agency, in accordance with the agreement.

	Requesting Agency	Servicing Agency
Name	Kimberly M Zeich	Stefan Grabas
Title	Deputy Executive Director	Supervisory Budget Analyst
Telephone Number	(703) 603-2130	(202) 501-0254
Fax Number	(703) 603-0030	
Email Address	kzeich@abilityone.gov	stefan.grabas@gsa.gov
SIGNATURE	(b) (6)	(b) (6)
Date Signed	1/27/2014	2/19/2014



# IAA Order

IAA Number AbilityOne1401

- 0000

- 00001

GT&C #

Order #

Amendment/Mod #

Servicing Agency's Agreement

Tracking Number (Optional)

JP14P0002

## CONTACT INFORMATION

### FINANCE OFFICE Points of Contact (POCs)

The finance office points of contact must ensure that the payment (Requesting Agency), billing (Servicing Agency), and advance/accounting information are accurate and timely for this Order.

39.	Requesting Agency (Payment Office)	Servicing Agency (Billing Office)
Name	K C Jones	Marisa Quinlivan
Title	Chief of Staff	Accounting Program Manager
Office Address	1401 S. Clark St, Ste 10800, Arlington, VA 22202	1500 E. Bannister Road, Room 1109 Kansas City, Mo 64131
Telephone Number	(703) 603-2120	(816) 926-7296
Fax Number	(703) 603-0030	
Email Address	kjones@abilityone.gov	marisa.quinlivan@gsa.gov
Signature & Date (Optional)	(b) (6) 1/26/14	

### 40. ADDITIONAL Points of Contacts (POCs) (as determined by each Agency)

This may include CONTRACTING Office Points of Contact (POCs).

	Requesting Agency	Servicing Agency
Name	Angela Phifer	Michael W.D. Swanchara
Title	Executive Assistant	Director, Federal Integrated Solutions Center
Office Address	1401 S. Clark St, Ste 10800, Arlington, VA 22202	1800 F Street, NW Room 6020 E Washington, DC 20405
Telephone Number	(703) 603-2123	(202) 501-1905
Fax Number	(703) 603-0030	
Email Address	aphifer@abilityone.gov	michael.swanchara@gsa.gov or fisc@gsa.gov
Signature & Date (Optional)		
Name		Jim McAfee
Title		Branch Chief, National Payroll Branch
Office Address		1500 E. Bannister Road, Room 1118 Kansas City, Mo 64131
Telephone Number		(816) 926-8369
Fax Number		(816) 823-5533
Email Address		jim.mcafee@gsa.gov
Signature & Date (Optional)		
Name		Scott Royster
Title		Chief, External Services Branch (BCED)
Office Address		1500 E. Bannister Road, Room 1061 Kansas City, Mo 64131
Telephone Number		(816) 926-5072
Fax Number		
Email Address		scott.royster@gsa.gov
Signature & Date (Optional)		



**STATEMENT OF WORK  
BETWEEN  
THE GENERAL SERVICES ADMINISTRATION  
OFFICE OF THE CHIEF FINANCIAL OFFICER  
And  
THE COMMITTEE FOR PURCHASE FROM PEOPLE WHO ARE BLIND OR  
SEVERELY DISABLED (U.S. ABILITYONE)**

**I. PURPOSE**

This Statement of Work (SOW) provides details pertaining to the Interagency Agreement (IA) between the Committee for Purchase from People Who are Blind or Severely Disabled (AbilityOne) and the General Services Administration (GSA), Office of the Chief Financial Officer (OCFO) as a shared services provider. The OCFO provides financial, payroll, travel, and associated administrative services. This SOW documents the terms and conditions which govern the services to be delivered and the relationship of the GSA and the AbilityOne. This IA becomes effective upon signature of both the AbilityOne and the OCFO.

**II. DELIVERABLES**

Under this IA, the AbilityOne is receiving support services as described in the Statement of Work including any the AbilityOne unique requirements that may be included below.

**III. PRIVACY AND SECURITY**

The OCFO and the AbilityOne have a shared responsibility in protecting Privacy Act and sensitive information, and in maintaining the security of the financial systems.

Privacy Act Information

GSA periodically submits data to its client agencies as it provides payroll, human resources, and/or financial services on a recurring basis. Due to the nature of this information, some of it is sensitive, but unclassified, and may or may not be covered by the Privacy Act. Any information covered under the Privacy Act is being provided under a routine use exception to a Privacy Act system of records notice that requires disclosure under the Privacy Act. Any customer agency receiving payroll, human resources, and/or financial services from the GSA who has access to private and sensitive personal data agrees to comply with all statutes and corresponding regulations which address the protection and disclosure of such types of data. The AbilityOne agrees to establish appropriate administrative, technical, and physical safeguards to ensure the security and confidentiality of records and to protect against any anticipated threats or hazards to the security of such records and respond appropriately, as discussed below, to an actual breach.



The OCFO and the AbilityOne understand that there may be accessible information protected by the Privacy Act or other authorities, which must be adhered to. Disclosure to third parties of any of this information must be agreed upon by the OCFO and the AbilityOne and only if the request for disclosure has been submitted in accordance with the Freedom of Information Act (FOIA), 5 U.S.C. §552 as amended, or the Privacy Act, 5 U.S.C. §552a. All such information shall be kept confidential to the extent consistent with, and required by, FOIA, Federal statutes, and Federal regulations.

### Information Security

AbilityOne agrees to use due diligence in ensuring that any systems user from the AbilityOne obtains a minimum level National Agency Check with a written Inquiries and Credit report (NACIC) clearance before requesting access to GSA systems. The AbilityOne acknowledges that all systems users have an official need to access such information on a least-privileged basis to perform their job role(s) and are in the process and/or have completed a Homeland Security Policy Directive (HSPD) -12 accreditation. Access to GSA systems should be appropriately limited as to systems privileges on a "least privilege" basis and reflect an acceptable "segregation of duties" so that no one user has too many privileges to effect the processing of a single transaction without independent authorization, review, and approval of such transactions.

AbilityOne also agrees to ensure that any system user completes annual IT security awareness (and privacy act awareness training as applicable) and abides by current GSA Information Technology (IT) General Rules of Behavior. The AbilityOne agrees to notify OCFO promptly (within 48 hours under normal circumstances or immediately upon hostile terminations) of users that no longer have a valid need to access the system, so that OCFO can take timely and appropriate actions to remove the account from the system. The AbilityOne agrees to assist OCFO with the annual user recertification by verifying that existing system user accesses are accurate, necessary, and properly segregated as to system privileges to promote compliance with GSA internal control requirements.

External users of GSA systems are responsible for maintaining effective IT security and other internal controls, as applicable. For example, user ID and password information to GSA systems shall be established and protected in accordance with current GSA IT Security Policy and GSA IT General Rules of Behavior.

The AbilityOne agrees to protect and secure its own connection points to GSA systems for system vulnerabilities. They should also conduct vulnerability scans on a regular basis and apply security patches for vulnerabilities in a timely manner.

### Security Incidents

Upon discovering a security incident, the AbilityOne shall report it in accordance with the Office of Management and Budget (OMB) Memorandum M-07-16 and GSA incident reporting procedures and shall expeditiously notify the appropriate information security

official.

The security incident reporting process is reflected in GSA IT Procedural Guide: Incident Response, Chief Information Officer (CIO) IT Security 01-02, July 6, 2010. The Information System Security Officer (ISSO) will be responsible for preparing and filing a GSA Cyber Incident Reporting Form and forwarding this form to the Information Systems Security Manager (ISSM). The ISSM reviews the report and determines the significance of the incident. If deemed significant, the ISSM will forward the incident report to the Senior Agency Information Security Official (SAISO) who determines whether the security incident needs to be reported to the United States Computer Emergency Readiness Team (US-CERT), Office of Inspector General (OIG) or external law enforcement agencies.

In the event that a security incident impacts the AbilityOne's connection and data, the AbilityOne will take immediate actions to mitigate the potential security incident and promptly notify the OCFO Security point of contact. Security incidents impacting GSA interconnection and data shall be immediately reported to the ISSO and ISSM for OCFO, Office of Financial Management Systems. Security incidents impacting Personally Identifiable Information (PII) for this interconnection must be immediately reported to the GSA Points of Contact identified in section XIV below. Designated GSA Points of Contact will inform the appropriate GSA and/or security contacts.

Further guidance regarding GSA's IT security requirements, can be obtained through the established GSA ISSO.

#### **IV. TERMINATION**

Both the AbilityOne and the GSA reserve the right to terminate this agreement by notifying the other party in writing (via email or memorandum). GSA may terminate this IA upon 90 days notice in the event of the AbilityOne's failure to reimburse GSA for services rendered. Terminations for any other reason by either party will be made upon 90 days notice if agreed mutually by the parties. Notification must be made to the Program Manager, FISC or their designee.

In the event of termination by either party, the GSA agrees to reasonably assist to ensure smooth transition to another provider.

If this agreement, or any order under this agreement, is terminated by the AbilityOne, the AbilityOne assumes responsibility for all costs resulting from the termination, which may include:

- Direct costs already incurred by the GSA in support of the Agreement when costs cannot be similarly canceled or deferred
- Termination costs
- Transition costs as applicable

### Close Out – Financial Management Services

In the event Congress makes the determination to close an Agency or Commission, the client shall be assessed a flat fee equal to three months charges to cover all close out activities, including but not limited to:

- OMB and Treasury reporting required by law
- Preparation and research of Internal Revenue Service (IRS) Form 1099 for payments that have been made on behalf of the client
- Research of past payments
- Other tasks as required

### **V. DISPUTE RESOLUTION**

Non-acceptance issues unable to be resolved informally by GSA and the AbilityOne will be handled in accordance with current Intergovernmental Business Rules (Department of the Treasury, current version, Financial Management Service (FMS) Bulletin No. 2007-03).

### **VI. DELIVERABLES AND DESCRIPTION OF SERVICES OFFERED**

Under this IA, the AbilityOne is receiving the following services:

- ☒ Financial Management Systems Services
- ☒ Financial Management Reporting and Accounting Support
- ☒ Optional Financial Management Services
- ☐ Business Objects Reporting and Administrative Services
- ☒ Budgeting and Analysis Support
- ☒ Payroll Services
- ☒ Optional Payroll Services
- ☐ Labor Distribution System and Support
- ☐ Optional Labor Distribution Support
- ☐ E-Gov Travel System and Operations Services
- ☐ Optional E-Gov Travel Services

### **Financial Management Systems Services**

GSA's core financial management system, Pegasys, is a Financial Systems Integration Office (FSIO) certified, configured version of CGI Federal's commercial-off-the-shelf Momentum Financials suite. Financial management services are supported through Pegasys, GSA's Financial System of record, including the storage of multi-year financial data. GSA provides operations and maintenance services for Pegasys customers including:

- IT Support Services
- Application Management

- Data Center Operations
- Business Continuity and Disaster Recovery
- Systems Integrity Services

GSA has tools available that support financial management reporting and querying.

A Statement on Standards for Attestation Engagements (SSAE 16) audit is conducted annually on Pegasys and the financial management shared services operation. A copy of the results is provided annually to customers.

### **Systems Labor**

Labor costs associated with maintenance and support of the GSA financial system.

### **Financial Management Reporting, Accounting and Budgeting Support**

#### **Financial Management Reporting**

GSA will fulfill Treasury and the OMB external reporting requirements of the AbilityOne, through the following reports based upon the agency's reporting requirements. In addition, the GSA OCFO will serve as a point of contact for financial regulatory issues with Treasury and OMB.

#### **Governmentwide Mandated Reports:**

- SF 133 – Report on Budget Execution and Budgetary Resources (monthly)
- SF 224 – Statement of Transactions (reported by the third business day of the month)
- SF 132 – Apportionment and Reapportionment Schedule
- Max A-11 – President's Budget Report
- FACTS I – Federal Agencies Centralized Trial Balance System (annually)
- FACTS II – Federal Agencies Centralized Trial Balance System (monthly)
- FMS 2108 – Year-End Closing Statement (annually)
- ATDAs – Accountability of Tax Dollars Act Statements (quarterly)
- TROR – Treasury Report on Receivables (quarterly)
- GTAS – Governmentwide Treasury Account Symbol Adjusted Trial Balance System

#### **Accounting Support**

Accounting support services will be provided in accordance with External Services Branch (ESB) standard operating procedures for obligation and payment documents or as mutually agreed upon by both parties.

- Record commitments, obligations, receipts, and disbursements
- Process accounts receivable, reimbursable, and central collection. The letter of intent must be submitted to the GSA on same day when the bank processes the transfer. The wire transfers must be in Collection Information Repository (CIR)

and coding received by GSA no later than the fifth day prior to month end in order to be processed by month end.

- Process vendor and other types of disbursements in accordance with Prompt Pay regulations
- Reconcile general ledger subsidiary transactions
- Reconcile Fund Balance with Treasury
- Preparation and research of Internal Revenue Service (IRS) Form 1099 for payments that have been made on behalf of the client

### **Optional Financial Management Services**

GSA provides on a reimbursable basis for time, material, and labor costs, the following services:

- Customized ad hoc queries or other specialized information requests, requiring other than routine analysis and normal processing.
- Manual Payments are disbursements processed outside of the automated payment.

### **Budgeting and Analysis Support**

GSA will provide budget and analysis support services to include but not limited to:

- Preparation of monthly financial reports
- Preparation of ad hoc financial analysis when requested
- Preparation of OMB materials in support of the President's Budget
- Input of the customer's budget into the MAX database, updating data, and providing support during OMB Budget calls.
- Coordinate financial policy interpretation with OMB and Treasury.
- Apportion the Client's budget based on guidance from the client.
- Create budget allotments based on guidance from the customer's staff director or designated point of contact.
- Track the customers spending to identify potential Anti-Deficiency Act violations.
- Interact with Treasury and OMB related to matters of budget execution including the above items.
- Communicate with a designated point of contact and process problems and to generally facility knowledge sharing.

### **Payroll Services**

GSA's National Payroll Branch (NPB) will furnish all necessary payroll functions as provided by GSA's Payroll Accounting and Reporting (PAR) system.

GSA will pay all salaries and government contributions to all appropriate benefit plans from its deposit accounts. Using the Treasury IPAC process, these charges are to be reimbursed to GSA on a biweekly basis against the appropriation of the ordering

activity. GSA will provide appropriate detail in support of these charges each pay period.

A SSAE 16 audit is conducted annually on PAR and the payroll operation. A copy of the results is provided annually.

The following items are included in GSA's base payroll services:

- Collect and maintain all Time and Attendance records utilizing the Electronic Time and Attendance Management System (ETAMS).
- Track and monitor all activities from initial hire through final payments at separation and submission of retirement records to the Office of Personnel Management (OPM).
- Perform the following payroll related processes:
  - Collect time and attendance data
  - Report and release time and attendance data
  - Edit and correct time and attendance data
  - Accrue, process, and adjust leave
  - All routine employee deduction/input documents
  - All current and retroactive pay and leave actions generated due to personnel actions processed
  - Automated Form W-2 reporting
  - Employer quarterly tax reporting
  - Automated employment verification
  - Associated payroll management reports, including, but not limited to, budget reports and accounting distribution summary reports.
- Manage Federal Employee Health Benefits (FEHB) Temporary Continuation of Coverage (TCC) for the AbilityOne employees.
- Provide data as required by the OPM for the SF-113A Feeder Data Report and SF-113G Monthly Report of Full-Time Equivalent/Work-Year Civilian Employment to the AbilityOne by the 10th of each month reflecting information for the preceding month.
- Provide comprehensive payroll reports:
  - Electronic Pay and Leave Statements
  - Premium Pay Validation reports
  - Supervisory Time and Attendance Certification reports
  - Quarterly Overtime reports
  - Consolidated Payroll reports
  - Accounting Distribution report

#### **Optional Payroll Services**

- All costs for non-routine system changes will be borne by the AbilityOne.
- Requests for system changes will be evaluated by the NPB Change Control Board (CCB). The AbilityOne will be notified subsequently of the implementation viability, timeframes, and associated costs of their request. These Optional Payroll Services include:

- Services requested to comply with the AbilityOne's policy that requires system changes
- Extemporaneous additional services requested that are not identified in the basic payroll services that result in changes to the PAR system
- Customized ad hoc queries, reports, or any other specialized requests for information requiring other than routine analysis and normal processing. Such requests should be submitted to the Branch Chief, NPB on the NPB "Request for Customized Adhoc Query and Reporting" form which can be provided upon request.
- Work and activities performed by the GSA, NPB, in conjunction with AbilityOne audit activity, will be charged based upon GSA's time, material and labor costs.
- Centralized Enrollment Clearinghouse (CLER) for FEHB Reconciliation.
- Onsite ETAMS Training.

## VII. PERFORMANCE MEASURES

<b>Financial Management</b>	
<b>Performance Measure</b>	<b>Metric Target</b>
Core Financial System Application Availability: Available 24/7 except during scheduled maintenance periods	99% available
System Security Scans: The number of scans of servers, on which the core financial management applications are hosted, conducted during the reporting month.	1 per month
Invoice Payments: Invoices scheduled for payment within 5 working days of receipt	97% on time

<b>Payroll</b>	
<b>Performance Measure</b>	<b>Metric Target</b>
Disbursements  Made on or before the scheduled process date	99% timely payroll disbursements 99% accuracy based on information provided

<b>Payroll</b>	
<b>Performance Measure</b>	<b>Metric Target</b>
<b>Reports</b>  External reports/interfaces completed by scheduled due dates based on timely receipt of required documentation	96% timely reports/interfaces 100% accuracy based on information provided
<b>Hours of Operation</b>  Customer Service help desks available to the AbilityOne during established hours: Monday through Friday, 8am – 5:30pm ET; excluding Federal holidays.	100% available
<b>Customer Service Help Desks</b>  Call/Inquiry is returned within four business hours.  Client employee issues are resolved, within four business days depending on complexity of issue.  Employee input is entered into the Payroll system (PAR) during the pay period received or by the requested pay period, whichever is later.	98% response rate  98% response rate.  98% input within established deadline
<b>System Availability</b>  Employee Express (EEX) system available to the AbilityOne 24/7 except during a scheduled maintenance period between 4:30 pm ET on the Wednesday until Noon ET Thursday after the pay period ending date.	98% available
<b>System Performance</b>  Internal system response time within established parameters.	98% available



## VIII. PRICE

The cost of services outlined in this IA is **\$76,897.04** for the IA period of performance.

<b>Annual Servicing Fees</b>	<b>Cost</b>
<b>Financial Management</b>	
-Service Fees	\$67,847.60
-Systems Fees	\$1,793.44
<b>Budget Services</b>	
-Budget Services	\$3,000.00
<b>Payroll</b>	
-Systems and Services	\$4,256.00
<b>Total</b>	<b>\$76,897.04</b>

### Financial Management Service Fees:

Financial Management Service fees for FY14 are based on actual historic costs from data gathered in GSA's Labor Distribution System. If additional services are required, an estimate of the fee for these services will be provided to the AbilityOne at the time of the request for these services and a signed amendment will be required before any new work is started.

### Financial Management Systems Fees:

Financial Management Systems fees for FY14 are based on actual historic labor costs from data gathered in Financial Management Systems annual workload assessment. This charge is incurred on a per document basis when a document is processed through a GSA financial system. System labor charges are likely to differ from year to year due to document volume attributed to the AbilityOne. The FY14 cost per document is \$0.88.

### Optional Financial Management Services:

GSA provides on a reimbursable basis for time, material, and labor costs, the following services:

- Customized ad hoc queries or other specialized information requests, requiring other than routine analysis and normal processing, will be charged separately at the rate of \$90.00 per hour, minimum of \$135.
- Manual Payments are disbursements processed outside of the automated payment system and are charged at the rate of \$25.00 for each manual payment. The AbilityOne will be billed on a quarterly basis for all manual payments processed during the previous quarter.

### **Payroll Services**

For payroll services, the total cost for FY14 is estimated to be \$4,256.00 based upon an average of 32 paid employees at a rate of \$133.00 per paid employee per year for basic payroll services and ETAMS. This amount will be billed quarterly based on the average billable headcount from the previous quarter multiplied by one fourth of the annual price listed above, in advance to the account for the AbilityOne. The charge will be adjusted, if necessary, during the fourth quarter of the fiscal year to conform to actual costs the GSA NPB experiences while providing support during the fiscal year.

### **Optional Payroll Services:**

- All costs for non-routine system changes will be borne by the AbilityOne. Requests for system changes will be evaluated by the NPB Change Control Board (CCB). Such requests should be submitted to the Branch Chief, NPB in a written memorandum format. Costs for PAR system changes will be assessed based upon time, material, and labor costs of \$80 per hour with a minimum charge of \$500. The AbilityOne will be notified subsequently of the implementation viability, timeframes, and associated costs of their request. These Optional Payroll Services include:
  - Services requested to comply with the AbilityOne's policy that requires system changes
  - Extemporaneous additional services requested that are not identified in the basic payroll services that result in changes to the PAR system
  - Customized ad hoc queries, reports, or any other specialized requests for information requiring other than routine analysis and normal processing. Such requests should be submitted to the Branch Chief, NPB on the NPB "Request for Customized Adhoc Query and Reporting" form which can be provided upon request.
- Work and activities performed by the GSA, NPB, in conjunction with AbilityOne audit activity, will be charged based upon GSA's time, material and labor costs. Minimum reimbursable charge is \$100.
- Centralized Enrollment Clearinghouse (CLER) for FEHB Reconciliation.
- Onsite ETAMS Training.
- Optional Payroll Services will be billed based upon the FY14 Premium Services Price List in the quarter following their occurrence.

<b><u>Premium Payroll Services</u></b>	<b><u>Billing Rates</u></b>
Customized Adhoc Payroll Reports	\$80 per hour with a minimum charge of \$500
Amended Timecards Processed	\$0.16 per amended timecard
Manual Personnel Action Input	First 100 actions free - \$1.30 per personnel action thereafter
Centralized Enrollment Clearinghouse System (CLER) Federal Employee Health Benefits	\$3.00 per headcount per year

(FEHB) Reconciliation	
Manual Payments (Client Agency Requested)	\$49.50 per manual payment
Paper Check Processed vs. Electronic Funds Transfer (not including biweekly salary paper checks)	\$24.50 per check
Foreign Allowance Research and Modification of Payroll System Records	Time & Materials; minimum charge \$100.00